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| Meeting | Integration Joint Board (IJB) |
| Date, Time and Place | Wednesday 25 October 2017 at 2.30pm Bressay Room, NHS Shetland (NHSS) Headquarters, Montfield, Burgh Road, Lerwick, Shetland |
| Present [Members] | <p><u>Voting Members</u> Natasha Cornick Emma Macdonald Shona Manson Marjory Williamson <i>[Chair]</i></p> <p><u>Non-voting Members</u> Sue Beer, Carers Link Group and Third Sector Representative Simon Bokor-Ingram, Chief Officer/Director of Community Health and Social Care Susanne Gens, Staff Representative Martha Nicolson, Chief Social Work Officer Ian Sandilands, Staff Representative Karl Williamson, Chief Financial Officer</p> |
| In attendance [Observers/Advisers] | <p>Ralph Roberts, Chief Executive, NHS Christine Ferguson, Director of Corporate Services, SIC Denise Bell, Executive Manager – Human Resources, SIC Jaine Best, Solicitor, SIC Sheila Duncan, Management Accountant, SIC Bob Kerr, Communications Officer Leisel Malcolmson, Committee Officer, SIC <i>[note taker]</i></p> <p><u>Also:</u> Lisa Ward, IJB Substitute Member, NHS</p> |
| Apologies | <p><u>Voting Members</u> M Burgess Allison Duncan</p> <p><u>Non-voting Members</u> Edna Watson, Senior Clinician – Senior Nurse</p> <p><u>Observers/Advisers</u> Mark Boden, Chief Executive, SIC</p> |
| Chairperson | Mrs Williamson, Chair of the Integration Joint Board, presided. |
| Declarations of Interest | None. |

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| Minutes of Previous Meetings | <p>The minutes of the meeting held on 6 September 2017 were confirmed on the motion of Ms Macdonald, seconded by Mrs Williamson</p> <p>The minutes of the meeting held on 21 September 2017 were confirmed on the motion of Ms Macdonald, seconded by Ms Manson.</p> <p>In response to a query in regard to the style of the minutes provided, the Committee Officer advised that the purpose of a minute is to provide a summary of the overall discussion and most importantly the decisions made. She said that they are not used for the purpose of making the individuals present accountable for comments that they make. The Chair said that the style of minutes could be discussed further at the informal group she will be setting up.</p> |

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| 49/17 | Winter Plan for Ensuring Service Sustainability including the Festive Period 2017-18 |
| Report No. CC-53-17-F | <p>The IJB considered a report, by the Director of Nursing & Acute Services and the IJB Chief Officer that presented the Winter Plan 2017-18 which described the health and social care service provision and special arrangements that will be put in place during the festive season, by NHS Shetland and Shetland Islands Council, and through the winter period.</p> <p>The Chief Officer introduced the report and provided assurance that the plan is designed to ensure that services will continue to be delivered over the winter period. He described the planning process and informed that the Council and NHS learned lessons from working well together in previous winters as well as taking part in national winter planning forums on the mainland and by working closely with local partners such as the ambulance service. The Chief Officer also commented on the publicity that will be carried out through the Shetland Times and other media. He explained that it is a requirement by the Government that winter plans are presented to IJBs and it will be possible to compare performance against other areas.</p> <p>During consideration of the report the Chief Officer agreed to remove reference to "Customer Relations" at CAB, referred to on page 17 of the appendix. The Executive Manager – Human Resources advised that she was aware that the offer of the flu jab is encouraged for staff working with vulnerable groups and agreed to provide clarification of this following the meeting.</p> <p>Reference was made to the reduction of day care over the festive period and the Chief Officer confirmed that a large number of individual accessing day care will have family around</p> |

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| | <p>them but others will not so there will be individual needs assessments carried out and anyone requiring assistance will be known to the Care Service. Comment was made that when day care is not accessible for weather reasons Community Care Service are good at finding out if meals are needed through the care centres.</p> <p>The IJB unanimously approved the recommendations contained in the report.</p> |
| Decision | The IJB APPROVED the winter 2017-18 plan and NOTED that any significant changes will be brought to the Board's attention. |

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| 50/17 | Chief Social Work Officer Report |
| Report No. CC-52-17-F | <p>The IJB noted the summary annual report by the Chief Social Work Officer informing on the functions of the Chief Social Work Officer role and delivery of the local authority's social work services functions.</p> <p>The Chief Social Work Officer provided a detailed introduction of the report.</p> <p>The Chief Social Work Officer confirmed that at paragraph 4 on page 5 of the Appendix, reference to out of hours service is on behalf of housing and occupational "therapy" and not "occupational health" as stated. She also confirmed that the report was completed on a template provided by the Scottish Government which was created to provide consistency. She that it is possible to change it to be meaningful locally but will provide comparisons across Scotland.</p> <p>In responding to questions around staffing, the Chief Social Work Officer said that the intention was to grow our own senior staff with supported training and development which will provide a real benefit to the service. She said developing career pathways to bring a basic Social Worker on to a senior role having gained rounded experience should be considered and a group has been established to look at how that can be done. The Chief Social Work Officer added that it has been difficult to recruit experienced social work managers into Shetland and this may be due to payscale. She advised that Human Resources are carrying out a piece of work to establish a base line from which to work. It was noted that Social Work pay had slipped over a number of years and the Chief Social Work Officer said that it is possible this may be as a result of single status. Other areas in Scotland has seen salaries move ahead more quickly. She said it was difficult to compare with other areas as the post titles vary.</p> <p>In responding to a further question on out of hours, the Chief Social Work Officer said that there are now less social work qualified managers than there used to be which impacts on out</p> |

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| | <p>of hours. She said that there needs to be managers to support social workers and at this time it is difficult to find cover. This is a concern that has been recently raised in the report by managers presently covering 1 in 2 weekends. The Chief Social Work Officer said that everyone pulls together but this is not sustainable if it becomes the norm. The Chief Social Work Officer was asked if there were alternative to on call services as from the staff side there is the risk of lone working. The Chief Social Work Officer advised that there are other local authority scenarios but these did not seem workable for Shetland. Some local authorities have joined up their out of hours service but that is not a practical solution. She said that officers had also looked at funding a standalone out of hours service, but that was a costly option.</p> <p>During further discussion and questions the Chief Social Work Officer explained how the complaints procedure had been streamlined. She said that there is still work to be done to improve the process to ensure consistency across the services. She said that complaints are recorded on covalent. These changes have taken place since April 2017 and so reporting on complaints in the Chief Social Work Officer report will be different in future years.</p> <p>The Chair noted the financial situation in terms reduced funding from last year to this, and that the items highlighted in the report requires financial resources to improve them. She questioned where the funding would come from. The IJB noted that it was not possible to carry out services in the same way it had done, but there needs to be budget and a balance of risk. The Chief Officer said that in reality if there is a need to increase rates of pay in addition to cost pressures there will be a knock on affect across other services. The Chief Financial Officer added that the Scottish Government ask IJBs to maintain cash levels but it is up to the IJB to state how that is prioritised.</p> <p>In responding to a question on support for carers and the funding allocation for next year in time for the Carers Act coming in the Chief Financial Officer confirmed that £30k had been received this year and he heard at a recent Chief Financial Officer's meeting that it was likely to continue to be funded during the implementation of the Act. He advised however that although the money had been drawn down he had not seen detail on how it is to be spent.</p> |
| Decision | The IJB Committee CONSIDERED and NOTED the Annual Report. |

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| 51/17 | Joint Organisational and Workforce Development Protocol |
| Report No. CC-55-17-F | The IJB considered a report by the Executive Manager, Human Resources SIC and Director Support Services, NHS Shetland which detailed the priorities and actions that will be taken to |

support and develop the needs of employees.

The Executive Manager – Human Resources introduced the main terms of the report.

The Executive Manager – Human Resources agreed to provide more detail on the roll out of EPIC training to the Representative for the Carer's Link Group.

The authors of the report were commended for its clarity and layout. The IJB noted the amount of joint training being undertaken and the joint working on key challenges around joint roles where employment law appears to be a hinderance, particularly where staff are working on different terms and conditions. The Executive Manager – Human Resources explained that there has been a lot of lobbying and pressure on the Scottish Government around integrated working but what is critical to a flexible workforce is employment law, pensions etc but this has not moved ahead at all. She advised that there is a big piece of work being undertaken on the national workforce planning with the first consultation seeing a lot of feedback on social care and health. She said that COSLA lobbied and have taken account of these issues so there is hope that there will be improvements.

The Chief Officer responded to a question on how IT differences have hindered joined up working. He said that solutions have been found in social care and health but there are some limitations. He said that the entire solution is not there yet but good strides have been made by Corporate Services driving this matter forward. The Chief Officer explained that many systems within health have never joined up with each other therefore the solutions will have to be creative.

Reference was made to the national employer group and the issue around staff being employed on lower scales either in the SIC or NHS. The Chief Officer said that staff are given a choice of contract and this has helped with recruitment. He explained that Occupational Therapists can work for either the SIC or NHS and the choice is given so that they can continue with their respective pensions schemes etc. The Chief Officer said that when it comes to generic roles these need to be considered carefully being mindful of what level to set these roles at.

During further consideration of the report it was suggested that the Social work would require a separate mention on page 6 of the Appendix under values and behaviours with a comment around sharing access to health and social care and that professional governing bodies add professional frameworks underneath that.

In considering the view point survey, the Executive Manager – Human Resources advised that there are some initiatives that are unable to come together such as the employer surveys

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| | <p>where i-matters is a health initiative and the viewpoint survey is to SIC employees about their employer. The Executive Manager – Human Resources agreed to a change in wording on page 10 of the Appendix at Long Term item 3 to read “ To support the localities model across Shetland’s health and care services enabling that to be embedded.”</p> <p>In terms of staff not involved in the joint process the Executive Manager Human Resources was asked if anyone had questioned why each organisation is getting involved. The Director of Corporate Services reminded colleagues that the Council and NHS agreed in November 2014 that wherever possible the Council and Health Services would use the same system. She said that staff are working well together and it is about teamwork. She said that there is a policy commitment that the IJB “will do it once for Shetland”. The Director of Corporate Services said that it is usually national issues that hinder the process and there is a need to promote ideas and how you can get to do something once Shetland wide.</p> <p>The IJB unanimously noted the report. The Executive Manager – Human Resources confirmed that the action plan would be presented back to the IJB in early 2018.</p> |
| Decision | The IJB NOTED the Joint Organisational and Workforce Development Protocol. |

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| 52/17 | IJB Business Programme 2017 |
| Report No. CC-54-17-F | <p>The IJB considered a report by the Chief Officer which inform the Board of the planned business to be presented over the financial year to 31 March 2018 and sought to discuss with Officers any changes or additions required to that programme.</p> <p>The Chief Officer - introduced the report and the following amendments were noted:</p> <p>Financial Recovery Plan Update to be added to 19 December 2017</p> <p>Code of Corporate Governance to be moved to a date advised by the Executive Manager – Governance and Law.</p> <p>Joint Strategic Commissioning Plan to be moved from December 2017 to February 2018</p> <p>Planned business – members are welcome to advise of items they wish to be discussed by the IJB and will be added to this section.</p> <p>Business Plan will be presented to each meeting of the IJB.</p> |

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| Decision | The Integration Joint Board (IJB) RESOLVED approve business planned for the financial year to 31 March 2018, including any changes or additions identified. |

The meeting concluded at 4.05pm.

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Chair